



Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

Toll Free Phone: (866) 225-9067

Toll Free Fax: (877) 825-7564

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Job Board Posting



Careers.Indigenous.Link

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Customer Service Representative

Job ID	54-5D-93-88-96-8D	
Web Address	https://careers.indigenous.link/viewjob?jobname=54-5D-93-88-96-8D	
Company	Ministry Of Citizensâ€™ Services	
Location	Terrace, British Columbia	
Date Posted	From: 2021-05-03	To: 2021-05-20
Job	Type: Part-time	Category: Office
Languages	English	

Description

Ministry of Citizensâ€™ Services

Terrace

We currently have one 0.75 Part Time As and When position available until 01/31/2022. This temporary opportunity may be extended.

Customer Service Representative

\$25.28 - \$28.56 hourly

Service BC Division is governmentâ€™s leading provider of citizen- and business-centered services. Through our province-wide network of over 60 in-person service centres and a province-wide Contact Centre, we provide over 600 services on behalf of close to 40 partner ministries and agencies.

The role of a Customer Service Representative is to provide an excellent service experience to citizens and businesses across a broad range of programs. A Customer Service Representative is the frontline contact in the delivery of these services and will provide in-person counter service and telephone services to citizens. Customer Service Representatives are expected to be knowledgeable; citizen service oriented, and exhibit a high degree of tact, diplomacy and discretion. All contacts and service delivery assignments are expected to reflect the spirit of the mission and values statement of Service BC.

Clerical and administrative functions include documentation batching, calculation of fees, recording of transactions, writing related correspondence and reports; and assisting with other administrative aspects of the office.

Qualifications for this role include:

â€¢ Secondary School Diploma or GED equivalent.

â€¢ Two (2) years clerical and/or administrative office experience, education and/or relevant training which includes:

- o Minimum one year full-time equivalent clerical experience (achieved within the past 3 years) in a high volume public facing environment in combination with *relevant training.

*Relevant training could include but is not limited to office administration, cashier training, etc. There will be different combinations of relevant training and one year full-time experience that would result in the person meeting the above standards. One year experience is defined as full time work or combination of part time equivalent to one year obtained within the past 3 years.

â€¢ Two (2) years customer service experience, providing excellent in-person information and services to the public which includes:

- o Minimum one year full-time experience providing excellent in-person information and services to the public in a high volume, fast paced environment.

â€¢ Minimum one (1) year experience handling financial transactions (i.e. payment processing, cash handling) from the public

â€¢ Experience/training in keyboarding, word processing, and standard computer applications (i.e. MS Office â€œ Word, Excel, Outlook, Internet, standard computer applications and data bases)

â€¢ An equivalent combination of education, experience and/or relevant training may be considered.

How to Apply

For more information and to apply online by May 20, 2021, please click Apply Now.

